Information

HiPath 3000/5000 V8

The innovative communications solution for medium-sized enterprises

Siemens Enterprise Communications
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SIEMENS

Quality

HiPath 3000 is a powerful, reliable communication platform for every sector of industry. It offers you the variety of services of classic telephony, combined with state-of-the-art solutions for Unified Communications. And all in one single, flexible and cost-saving configuration.

As a modular communication platform, HiPath 3000 is able to satisfy the requirements of companies with stringent demands. It is a flexible and scalable solution that can be combined with an incredibly broad range of applications and features and coordinated with the individual requirements of your company.

HiPath 3000 is an innovative and flexible convergence platform that perfectly adapts communications to the company structure medium-sized businesses. Whether your aim is to enhance growth or seamlessly integrate branch offices or mobile staff, the three expansion stages of the HiPath 3000 are the perfect solution for optimizing costs and business processes.

HiPath 5000 Real Time Services Manager supports optimized HiPath network administration for up to 32 nodes and 1,000 stations. It also provides real time services and features on a network-wide and cross-system basis.

HiPath 3000 is a secure, reliable communications system with high failure tolerance. The system is ideal for both packet-switched (LAN/WAN) and line-switched (ISDN) environments, or a mixture of the two. This guarantees gradual migration on both the network side and user side.

The flexibility of HiPath 3000 is especially obvious in mixed infrastructures where Voice over IP is installed but traditional analog and digital telephones, fax machines, and modems are still in use. HiPath 3000 supports any combination of IP, analog, and digital telephones, as well as PC clients and cordless phones.

Enhanced features of traditional telephony combined with applications such as CTI (Computer Telephony Integration), UCD (Uniform Call Distribution), and Unified Messaging support all communications processes at the workplace and in all work environments. If an extension is left unattended, , the Team function or integrated voicemail ensures that no call is missed.

And HiPath 3000's user-friendly executive-secretary function ensures the smooth flow of communication at attendant or secretary stations in the reception area where multiple communications processes converge. Integrated call distribution ensures reachability and guarantees fast customer contact. All these factors combine to make telephony not only easier to use, but also more efficient.

Internet telephony

Nowadays, there are more network providers offering telephony services than ever before. As the de-facto standard for Internet telephony, induces Internet telephony service providers (ITSP) to provide attractive applications and business models.

With its SIP interfaces, HiPath 3000 helps to converge network services and to drastically cut communication costs. HiPath 3000 already supports new SIP options, including SIP phones or user and system connections for Internet telephony.

With Virtual Private Networks (VPN) and authentication applications, you can shape your company securely for the future with HiPath 3000, without any compromises in terms of security.

Secure company connection

HiPath 3000 offers modern security mechanisms for optimal connection to the company network to better serve the needs of increasing staff mobility and new working methods (teleworking, for instance). The system's integrated VPN (Virtual Private Network) function lets staff access confidential information at any time, from any location in the world over a low-cost, secure Internet connection. Another major advantage is that mobile staff can be reached via their company phone number, regardless of their location. This service is both cost-effective and secure.

Lower costs

Consolidating voice and data communication in an IP-based network not only enables the deployment of applications that decrease company call charges and hardware costs, it may also increase productivity. A separate voice network no longer needs to be installed and maintained, resulting in decreased outlay for administration and maintenance for systems and applications, as these tasks are now centralized. In addition, existing Internet connections can be optimized for calls to the public telephone network, thereby reducing the costs for separate ISDN lines.

Flexible configuration

The concept "one wire to the desk" allows additional telephones to be connected via an existing LAN cable. Integrated mini-switches are used for connecting the PC. Power over Ethernet switches supply power to IP telephones without the need for additional PSUs. Convergent platforms allow DSL and ISDN connections to be combined. ISDN connections can be configured as backups in case a fault occurs in the IP connection to the provider. They can also be configured as additional channels, for example, for fax machines or modems.

HiPath ComScendo

As a software suite, HiPath ComScendo provides both the realtime IP system, HiPath 3000, as well as the telephones, with the most comprehensive array of voice communication services. And all of this regardless of whether it is used via IP, TDM telephones or PC clients.

Selected features:

- Advisory messages
- Intercept position/attendant console
- Camp-on/call waiting tone
- Missed calls list
- Do Not Disturb/"ringer cutoff"
- Call pickup
- Call forwarding from extensions
- Call source and call destination display
- Call intrusion on call forwarding and call pickup
- Classes of service
- Executive/secretary function
- Display languages (can be specified individually)
- Paging (internal announcement)
- Call charge recording
- Group call
- Internal texts for feature handset
- Internal telephone directory
- Conference (internal/external)
- Speed dialing (individual/central)
- Automatic line seizure
- Trunk keys
- Call toggling
- Text messages
- Music-on-hold with system-driven announcements
- External music source (optional)
- One Number Service
- Night service/day service
- Park
- Account code
- Relay (actuators/sensors)
- Consultation
- Callback on busy and no answer (automatic)
- Call number suppression
- Call signaling

- Call forwarding after timeout on RNA, immediately on busy
- Group ringing
- Hunt group (linear/cyclic)
- Changeover on (individual code lock)
- Telephone book, central
- Entrance telephone and door opener functions
- Transferring a call (internal/external)
- Number redial (enhanced)
- Automatic recall from public network carrier
- Encryption (SPE)

Always available: Integrated voicemail

If an individual extension is left unattended, integrated voicemail ensures that no call is missed. The integrated voice mail systems EVM (HiPath 33x0/35x0) and Xpressions Compact allow voice messages to be accessed and distributed in a user-specific voicemail box with individual announcements. Stored calls can therefore be accessed at any time, from any location.

Availability is enhanced by many user-friendly features:
- up to 24 individual mailboxes
- up to two hours recording capacity
- adjustable recording length
- a choice of two personal greetings

The "Auto Attendant" function redirects callers to another station, for instance, if a line is busy - simply and conveniently.

More detailed information on the features of HiPath Xpressions Compact can be found in the corresponding datasheet.

optiClient Attendant

The optiClient Attendant software package is an optional application for HiPath 3000 and simulates an enhanced attendant console on a PC's screen. All functions can be activated and executed via the PC keyboard and mouse.

optiClient Attendant and optiClient BLF are network-enabled.

Connection of PC and telephony

TAPI-compliant applications can be integrated with CTI (Computer Telephony Integration) through the integration of voice and data.

All of the telephone traffic can be managed more professionally by means of call registration, call identification, and entry in action lists. Database connections allow customer queries to be answered competently.

Cost transparency and IP accounting

As well as evaluating the costs of all communications services (phone, fax, Internet), costs can be analyzed according to station, trunk or department.

Communications data is directly transmitted via a LAN interface to a central server.

Scenario overview

HiPath 3000 offers a number of communication options for small and medium-sized businesses.

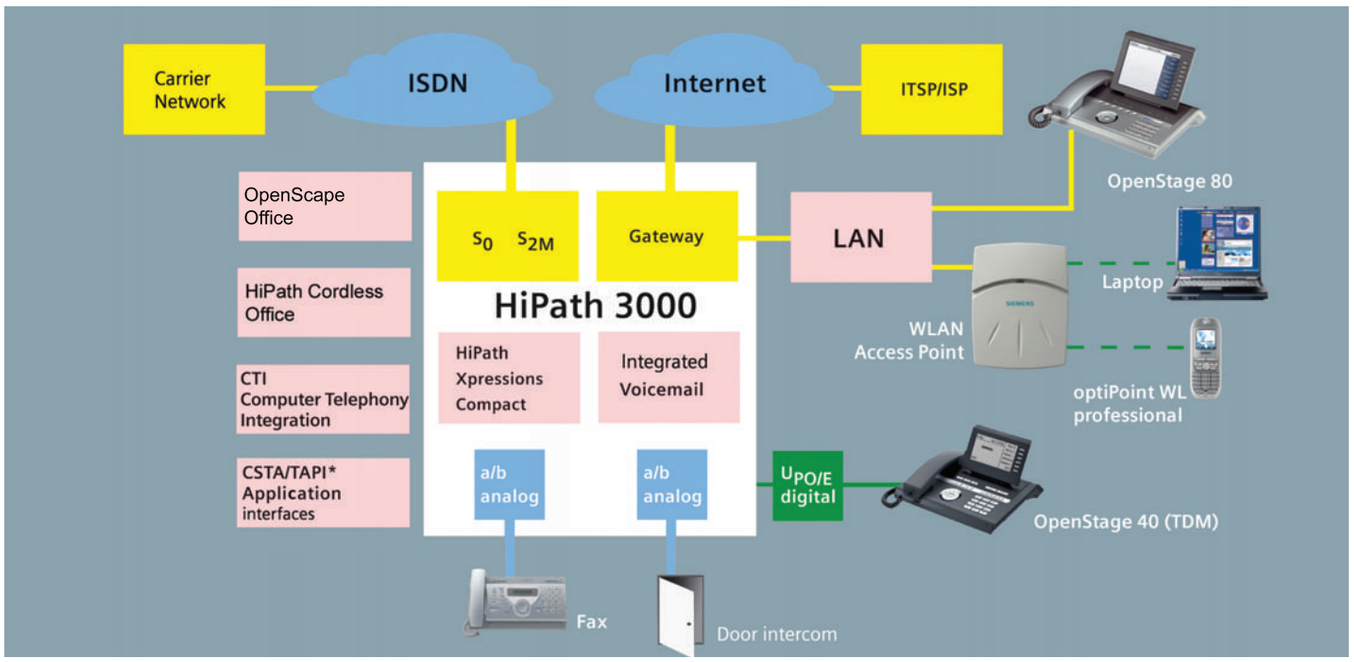
Access to the public network takes place via analog or ISDN network operators or via Internet telephony connections to alternative Internet (telephony) service providers (ISP/ITSP).

IP telephones with integrated mini-switches can be smoothly integrated into an existing LAN infrastructure via the "one wire to the desk" concept. Cordless communication for both voice and data applications is also possible using WLAN base stations.

Digital system telephones ($U_{P0/E}$) can be combined with IP telephones and updated or replaced. Traditional analog phones, fax machines, and entrance telephones or cordless phones based on a DECT solution can also continue to be operated.

In smaller systems (not HiPath 3800), voicemail is already integrated. For requirements on a larger scale, the integrated (optional) solution of HiPath Xpressions Compact offers voice mailboxes with a number of feature ranges and with a menu-guided AutoAttendant function.

The CSTA (Computer Supported Telecommunications Applications) interface is available for all HiPath 3000 models for decentralized (1st-party) and central, server-based (3rd-party) CTI solutions.



OpenScape Office

OpenScape Office is a server-based application portal for HiPath 3000. A program of individual licensing permits different applications to be scaled according to customer requirements and put into operation.

OpenScape Office supports the following functions and features. More detailed information on the features of OpenScape Office can be found in the corresponding datasheet.

OpenScape Office is only enabled for connecting to stand-alone HiPath 3000 systems. Networking and integration in HiPath networks is not enabled.

Availability – Presence

This enables users to set their presence status. You can then tell if someone is in a meeting, conducting a call, when they will be again available and how best to reach them. When you are away from the office you can even update your presence status, either via telephone or online.

Communication portal

Every staff member has access to the entire range of communication resources via a single screen. They can use this application to read, manage and answer e-mails, voicemails, faxes and instant messages.

The presence status and voicemail announcements change dynamically based on events stored in the Outlook Calendar. This ensures that the caller always receives the latest information on staff availability. Toggling back and forth between systems or interfaces is not necessary, which, unsurprisingly, increases staff productivity and satisfaction. CTI integration means telephone numbers can be dialed from files and both external and internal telephone directories can be connected.

VoiceMail

Route all your mobile and desk phone messages to your OpenScape Office voicemail box. The information available is always up-to-date and easy to manage. Assign the messages priorities from your PC without having to listen to them. Record important calls to review afterwards. You are then free to give your entire attention to the caller.

Attendant console

Integrated in OpenScape Office, myAttendant provides a great function for the telephone switchboard, office administrators or team leadersA single screen displays incoming calls, calls in the call queue and the availability status of all workers in your enterprise. Check the voicemail box of a coworker or change a user's status (with their permission).

Contact Center

The Contact Center of OpenScape Office is specially tailored to the needs of medium-sized enterprises. It is a user-friendly and intelligent solution for the distribution of calls, faxes, and e-mails, and offers powerful functions for call wrap-up.

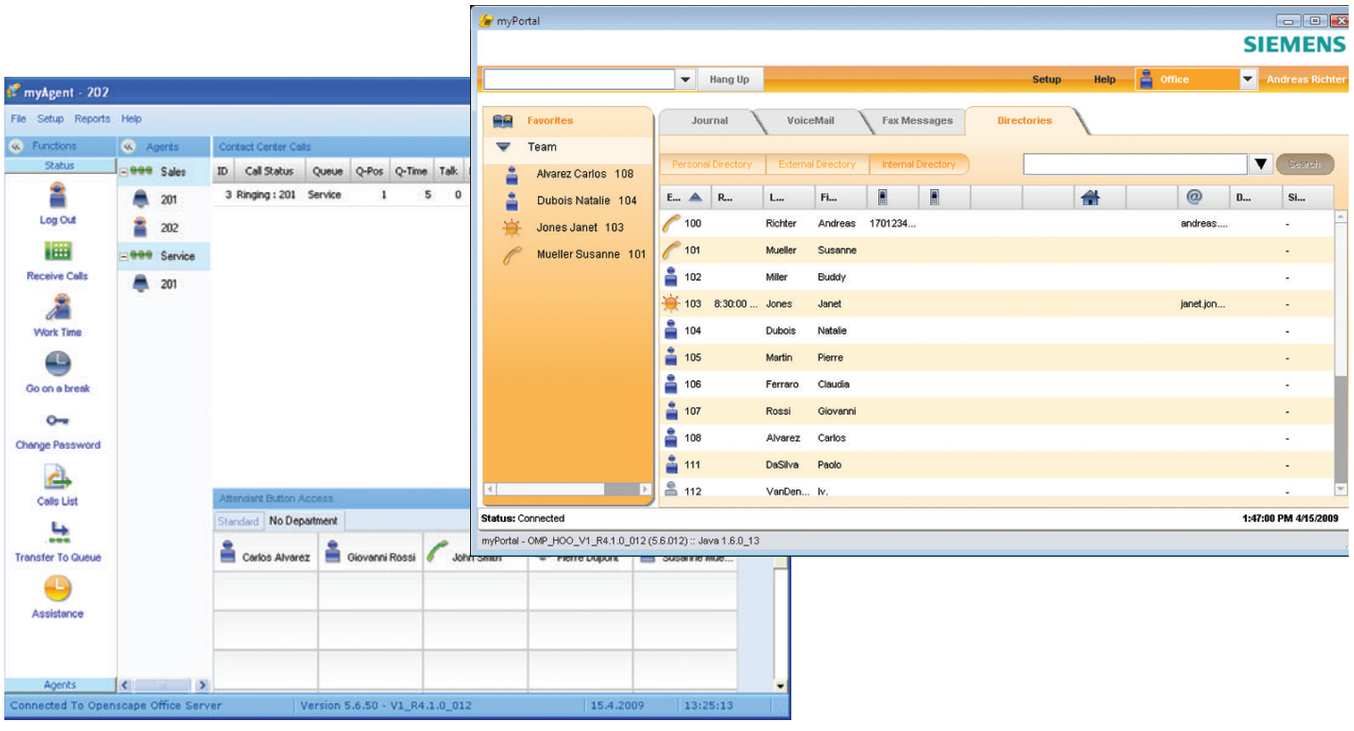
The OpenScape Office Contact Center is only enabled on HiPath 3800. Connection to the smaller HiPath 33x0/35x0 models is not enabled.

Up to 64 agents in up to 50 groups can be configured for simultaneous "inbound" Contact Center operation. Contact Center user rights can be restricted or extended by creating agent, supervisor, and administrator profiles. With special Agent Client software, calls can be efficiently processed or coworker assistance can be requested.

The Contact Center offers the customer 26 standard reports.

Other functions:

- Call recording
- Announcement of position in the call queue
- Callback
- VIP customers
- Preferred agent
- Wrap-up
- Pauses
- LCR schedules
- Graphic configuration tool for creating queues



Fixed Mobile Convenience
Cordless – Seamless – Boundless

In today's business world, different types of networks – fixed line networks, mobile networks and corporate networks – ensure that employees can always be reached via telephone and have the information they need to make decisions even when they are on the move. However, each of these networks has its own characteristics and the interfaces between networks hinder efficient, cost-effective communication. Fixed Mobile Convenience (FMC) provides a solution to these problems by integrating field employees' mobile phones and other external phones (home office phones, for example) in a company's HiPath communication system.

Just like a single network

Fixed Mobile Convenience (FMC) consolidates all of an employee's phones (including office, mobile or home office phones) to create a single unit. This makes FMC the ideal solution for companies looking to increase flexibility and improve integration of mobile employees.

One Number Service

Employees only need a single phone number – their office number. They can also be reached on their mobile or home office phones via this number. When an employee makes an outgoing call from a mobile or home office phone, his or her office number is displayed as the origin on the called party's terminal. Network must be able to transfer external phone numbers as CLIP (Network feature: CLIP - no screening). A real One Number Service.

With selected Nokia E models, the SIP client integrated in the GSM phone can be included in the customer communication infrastructure. Inside the customer's WLAN range, calls are conducted via the SIP client. Outside this range, calls are conducted over GSM.

Only one mailbox required

Users no longer need to check and update several mailboxes, as a single mailbox can assume the answering machine function for all phones. This makes it easier to provide callers with up-to-date information and ensures that their messages are more reliably received.

Busy display for mobile calls

The busy status for internal subscribers is shown (depending on the solution variant) for as long as the mobile subscriber is conducting a call.

Office phone to go

A wide range of tasks can be performed immediately while on the move. FMC allows users to quickly transfer calls to colleagues, the secretary, or representatives from a mobile or home office phone as easily as in the office (depending on the solution variant). Callbacks are no longer necessary and calls can always be answered.

Changing phones during a call

Users are no longer tied to their desks for even the most important calls. A call that has been accepted on a mobile phone can be continued, without interruption, on a fixed line phone (depending on the solution variant),giving users more freedom and room to work.

Conferencing from your mobile phone

Conferences enable several participants to reach agreements fast without making multiple calls. FMC lets users participate in conferences while on the move.

Cost control

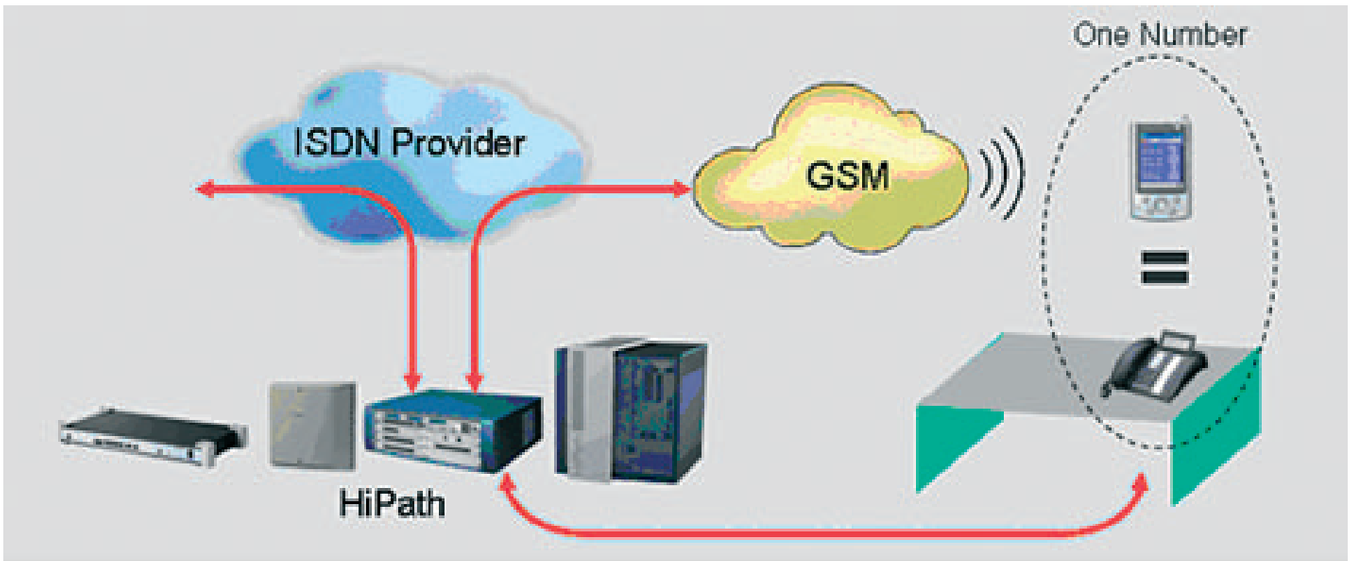
The HiPath system reduces costs for mobile calls by automatically calling back the GSM phone and by setting up the call via the fixed line network. This can save a lot of money on international calls in particular.

Protecting privacy

Employees can configure where and when they are reachable when they are not in the office, easily separating working hours and private time.

Choosing the right stand-in

Calls must be forwarded to different stand-ins depending on the situation. These destinations are easy to change and redirect while on the move. This ensures that callers are always connected to the right phone of the most suitable contact.



HiPath 3000 offers an integrated mobility solution (**Mobility Entry**) and a mobility solution based on Xpressions Compact (**HiPath Xpressions Compact Mobility**).

Telephones and clients

OpenStage

The ideal choice for any requirement, with expansion modules, adapters, and accessories (such as a headset), and the flexibility to meet the needs of each individual employee.

The OpenStage family represents the next generation of communication devices. It is intuitive in functionality and interface, interoperability is guaranteed and the devices are multimodal to allow access to various services and applications. The OpenStage product family includes four models, is extremely user-friendly and supports the simple implementation of features.

- OpenStage 10 T (ice blue or lava)
- OpenStage 15 T, HFA (ice blue or lava)
- OpenStage 20 T, HFA (ice blue or lava)
- OpenStage 40 T, HFA (ice blue or lava)
- OpenStage 60 T, HFA (ice blue or lava)
- OpenStage 80 T, HFA (silver blue metallic)

OpenStage expansions:

- OpenStage 40 BLF
- OpenStage Key Module

OpenStage 80, 60

OpenStage 80

OpenStage 60

High-end terminals with premium features, materials and components. The best-in-class LCD display and an open platform for productivity-enhancing applications unlock the full business potential of the phone.

Open interfaces for easy synchronization with other devices, like PDAs and mobile phones are specially designed with the needs of the top level manager and executive in mind.

OpenStage 40

OpenStage 40

Customizable for various workplace environments, OpenStage 40 is specially recommended for use as an office phone, e.g. for desk sharing, people working in teams or call center staff.

OpenStage 20/20E, 15, 10

OpenStage 20

OpenStage 15

OpenStage 10

Starter models with intuitive and interactive user interfaces for a wide range of applications.

optiPoint

The telephones in the optiPoint 500 and optiPoint 410/420 family continue to be supported by HiPath 3000.

OpenScape Personal Edition

By adding a headset or handset, your PC is transformed into a communication center for voice, data, e-mail and Internet. A soft client installed on the desktop PC or notebook offers all telephone functions over an IP network and provides a standardized interface regardless of location.

Communication via Wireless LAN access points

optiPoint WL2 professional

WLAN telephone with menu guidance and a complete range of voice functions, an extensive phone book and access to LDAP directories. Up to 4 hours of speaking time and 80 hours of standby time.

Cordless telephony based on DECT

Gigaset SL3 professional

- Gigaset S3 professional
- Gigaset SL3 professional
- Gigaset M2 professional

HiPath 5000 Real Time Services Manager

HiPath 5000 Real Time Services Manager supports optimized HiPath network administration for up to 32 nodes and 1,000 stations. It also provides real time services and features on a network-wide and cross-system basis.

The Presence Manager provides cross-node monitoring of the call/busy status of terminals with direct dialing keys. HiPath Manager E/C can be used to manage all connected communications systems in a shared database - even remotely if required. This means that multi-gateway systems can be administered centrally and without difficulty. In the same way, applications can be installed at a location and used throughout the network via the central application interfaces.

HiPath 5000 RSM – features

- **Central feature server:** Presence Manager for up to 1,000 workpoint clients
- **Central administration**: HiPath 3000 Manager E/C can be used to manage all connected communications systems in a shared database.
- **Software Manager** consisting of
  - Inventory Manager for displaying all components
  - Backup Manager for backing up all components centrally
  - Software Update Manager for updating all software components centrally
- **Central entry of call charge data**
- **Connection of application servers** using central interfaces via
  - TAPI 120/TAPI 170
  - CSP (CSTA Phase III)
- **Central fault management**

HiPath 5000 Server PC - minimum requirements

- Pentium IV 3 GHz
- 1 GB RAM
- 300 GB hard disk
- 3.5" drive
- CD/DVD-ROM drive
- 17-inch SVGA color monitor
- Ethernet-LAN connection with 10/100/1000 Mbps (TCP/IP protocol)
- Windows 2000/2003 Server
- Certification is underway for Windows 2008
- Internet Explorer 5.0 SP2 or higher

HiPath 3000 ports

On the network side

Euro ISDN
- S_0 basic rate interface with DSS1 protocol
  - System connection
  - Point-to-multipoint connection
- S_{2M} primary rate interface with DSS1 protocol

US-ISDN
- Basic rate interface (BRI) and primary rate interface (T1/PRI)

Analog trunks
- Analog trunk connection without direct inward dialing (DDI/DID) with CLIP support

ITSP (Internet Telephony Service Provider) support via SIP
- System connection
- User connection

HG 1500
- 2 x10/100BaseT interface or 10/100 Mbps LAN/WAN gateway

On the user side

IP
- CorNet-IP or SIP for integration of IP terminals

Analog
- a/b (t/r) for connecting analog terminals, such as fax, telephones, modem.

Digital
- For connecting digital two-channel system telephones ($U_{P0/E}$)
- For connecting DECT base stations

Euro ISDN
- S_0 user bus for up to eight independently powered terminal devices (e.g. Group 4 fax, ISDN-PC card)

HG 1500
- 2 x10/100BaseT interface or 10/100 Mbps LAN/WAN gateway
  - For connecting IP terminals

DECT
- Siemens Gigaset
  - GAP-enabled DECT terminals

Networking

- Support of CorNet-IP for
  - HiPath OpenOffice EE, HiPath 2000
  - HiPath 3000
  - HiPath 4000 V4
- Support of SIPQ V2 for
  - HiPath OpenOffice EE, HiPath 2000
  - HiPath 3000
  - HiPath 4000
  - HiPath 8000/OpenScape Voice
- Support for digital fixed connections S_0, S_{2M} with CorNet-N and CorNet-NQ or QSig protocol

Other interfaces

V.24
- For connecting service PCs, call charge computers, call charge printers
- To connect external applications with the CSTA protocol

E&M interface (HiPath 3800 only)

LAN interface
- 10 Mbit for system administration via TCP/IP

Technical data

Power supply

Systems, by default, are designed for mains operation. Possible power outages can be optionally bypassed with an uninterruptible power supply (UPS).

- **Rated input voltage (AC)** 88 – 264V
- **Rated frequency** 50/60 Hz
- **Battery supply (DC)** -48 V

Environmental/operating conditions

- **Temperature:** +5 °C to +40 °C
- **Relative humidity:** 5 – 85%

Range

Between HiPath 3000 and system telephone: 500 m max. Up to approx. 1,000 m with plug-in power supply unit, depending on line network.

Between networked HiPath systems on premises belonging to the company:

- S_0 permanent connection approx. 1,000 m
- S_{2M} permanent connection 250 m max., depending on line network.

Installation of network adapters is necessary for increasing range.

HiPath 3000 V8 Technical Data					
Model	HiPath 3300	HiPath 3350	HiPath 3500	HiPath 3550	HiPath 3800
	19" rack	Wall system	19" rack	Wall system	Standard system/ (19" rack)
Max. analog subscribers (t/r)	20	36	44	96	384
Max. digital subscribers ($U_{PO/E}$)	24	24	48	72	384
IP users	96	96	96	96	500
Max. HiPath Cordless Office subscribers	16	16	32	64	250
Max. HiPath Cordless Office base stations	3	3	7	16	64
optiClient Attendant (PC attendant console)	4	4	4	4	6
Key modules	30	30	30	96	250
Integrated voicemail (max. number of boxes)	24	24	24	24	–
Dimensions (H x W x D in mm)	89 x 440 x 380 (2 U)	450 x 460 x 130	155 x 440 x 380 (3.5 U)	450 x 460 x 200	490 x 440 x 430
Weight	approx. 6 kg	approx. 6 kg	approx. 8 kg	approx. 8 kg	approx. 34 kg (fully equipped)
Case color	blue-green basic	warm gray	blue-green basic	warm gray	steel blue/ arctic gray

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